

MIAMI-DADE AVIATION DEPARTMENT
AIRPORT CONCESSIONS BUSINESS DEVELOPMENT

MIAMI INTERNATIONAL AIRPORT

TENANT HANDBOOK



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WELCOME

The Miami-Dade Aviation Department (MDAD) welcomes you to Miami International Airport (MIA).

MIA has more than 30,000 dedicated employees from Miami-Dade County, as well as airlines, various government agencies, vendors, consultants, and concessionaires. We work closely daily to provide and maintain safety and security, economic viability, customer service, and passenger service.

This Tenant Handbook communicates the responsibilities of being a part of the MIA family. Our goal is to provide our passengers and airport patrons with excellent customer service, and your attention to detail is critical to achieving this goal.

We look forward to a continuous business partnership and wish you well in your new business operations at MIA.

INTRODUCTION

This Tenant Handbook addresses the events that will usually transpire as your business embarks on a relationship with Miami International Airport.

The Lease between the Concessionaire and the County is the primary legal document that defines allowable activities and conditions within the leasehold premises. A review of the Lease is recommended to further define activities, concession and public boundaries, and other operating rights.

A. Vision

The MIA concessions program provides a world-class retailing experience for its diverse passenger mix, which includes the culturally diverse, cosmopolitan South Florida region and a multi-continent international gateway. It provides various international, national, and local brands that offer fair and varying price points and innovative store designs, all within a safe, vibrant shopping environment.

B. Airport Concession Business Development Program Goals

A commitment to balance competitively priced high-quality goods and services with needed passenger services and revenue to the Airport, recognizing the concessionaires' investment and achieving our ACDBE goals.

C. Airport Concession Business Development Program Objectives

To achieve the mission/vision and goals, Airport Concession Business Development's objectives are to:

- Enhance the image of MIA as a world-class airport which reflects the cosmopolitan and international nature of the community
- Enhance customer service and satisfaction by improving product choice, price points, and customer service
- Optimize sales/transactions and revenue for the airport.
- Integrate design and location of Airport Concession Business Development within the infrastructure of the Airport for passenger convenience
- Present a local and regional identity concept that enhances the "sense of place" and conveys the cultural richness and diversity of Miami to the traveling public
- Balance national, regional, and local Airport Concession Business Development and concessions with ACDBE representation throughout the terminal

D. Airport Concession Program Overview

MIA has approximately 240 existing retail, duty-free, and food and beverage locations. The Airport is divided into three terminals:

- **North Terminal.** This terminal generates approximately **57%** of the passenger traffic and has 147,302 square feet of existing concessions space. Shops range from duty-free stores to news and gift stores, specialty retail shops, and food and beverage locations, including casual dining options, quick service units, and coffee.
- **Central Terminal.** This area is located between the North and South Terminals. It is commonly referred to as Terminals/Concourses E, F, and G. Most of the concession space is located within the pre-security portion of the Terminal. Existing concessions include duty-free stores, news and gift stores, specialty retail shops, and food and beverage locations totaling 72,094 square feet.
- **South Terminal.** This terminal accommodates approximately **21%** of all MIA passenger traffic. The South Terminal and its related concourses (H and J) have retail, duty-free, news & gift, and food and beverage locations totaling 10,500 square feet. The terminal overall has approximately 42,000 square feet of concession space.

GENERAL INFORMATION

Concessionaires, employees, and Sub-tenants shall be aware of general airport information.

A. Useful Contacts

KEY CONTACTS	DEPARTMENT	Phone Number
LEASEHOLD PREMISES	Property Manager	<u>305-876-8537</u>
AIRPORT OPERATIONS CENTER (AOC)	AOCNotification@FlyMIA.com	<u>305-876-0385</u>
BADGES/CREDENTIALING	Ground Transportation Office	<u>305-876-7188</u>
CONFERENCE CENTER/MIA HOTEL	Reservations and Information	<u>305-871-4100</u>
AOA DELIVERIES	Airside/Superintendent/ Airfield Operations	<u>305-876-7359</u>
LANDSIDE DELIVERIES	Landside /Supervisor /Parking Control	<u>305-876-7447</u>
POLICE	Communications Center (24 Hours)	<u>305-876-7373</u>
FIRE/MEDICAL	EMERGENCY	<u>305-876-7070</u>
FIRE SAFETY	Fire Inspection Section	<u>305-876-7070</u>
INFORMATION SERVICES	Information and Paging	<u>305-876-7000 x8</u>
MAINTENANCE	Maintenance Dispatch (24 Hours)	<u>305-876-7311</u>
PARKING/DECALS	Manager, Parking Systems	<u>305-876-7567</u>
RENT, FEES, AND CHARGES	Aviation Finance Specialist	<u>305-876-7711</u>
SECURITY AND SAFETY	Compliance Office	<u>305-876-7033</u>
SIGNAGE	Supervisor	<u>305-876-1455</u>
TRASH/RECYCLING	Maintenance Coordinator	<u>305-876-0268</u>

B. Useful Websites

NAME	LINK
MDAD Terminal Standards Manual	http://www.miami-airport.com/library/ODs/Standards_Manual.pdf
MDAD Operational Directives	http://www.miami-airport.com/od2.asp
MIA Rules and Regulations	https://www.miami-airport.com/rules_and_regulations.asp
MIA Website	https://www.miami-airport.com/home.asp
MIA Traffic Reports	https://www.miami-airport.com/airport_stats.asp
MIA Newsroom	https://news.miami-airport.com/
MIA Business Information	https://www.miami-airport.com/home-business.asp

NAME	LINK
FAA Website	https://www.faa.gov/
City of Miami Website	https://www.miami.gov/Home
Miami-Dade County Website	https://www.miamidade.gov/global/home.page
TSA Website	https://www.tsa.gov/

C. Airlines

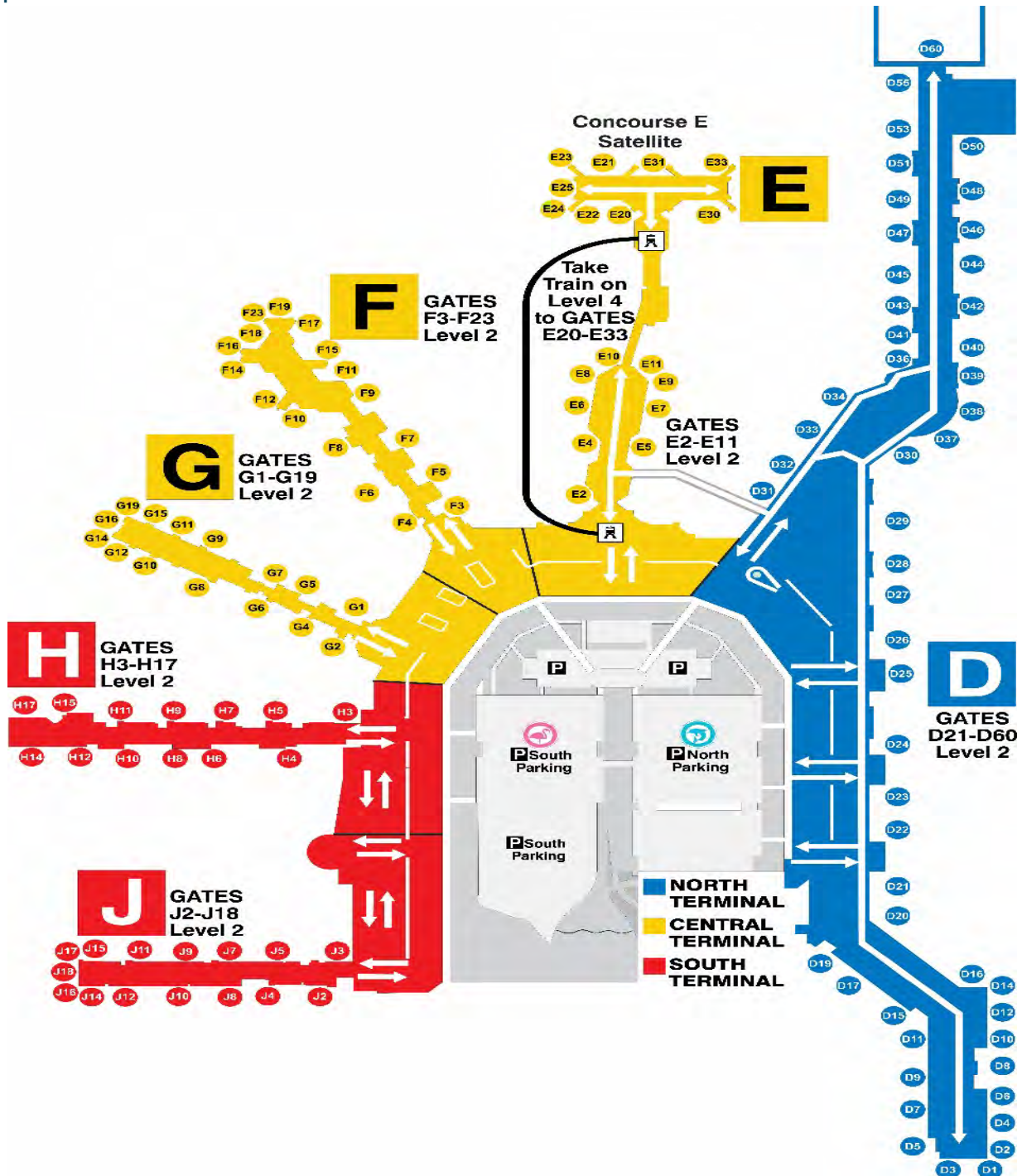
For the most updated list of Airlines, follow the link:

[Airline Directory - Miami International Airport \(miami-airport.com\)](https://www.miami-airport.com/airline-directory)

<https://www.miami-airport.com/airline-information.asp>

D. Airport Layout/Maps

E. Airport Information Services



Passenger service assistance is available at the information center in terminals D, E, H, and J, including the main counter at Central Terminal E, Level 2, near the airport hotel. The center is open daily from 6 a.m. to 10 p.m.

Services provided include:

- Multilingual airport and tourist information
- Multilingual interpreting and translation service
- Assistance with TDD phone at the Information Center
- Resolving customer complaints
- Accepting lost items when the Lost and Found office is closed
- For additional information, call 305-876-7000.

F. Airport Paging

Concessionaires can contact the Airport Paging Center to communicate information, such as to locate passengers who have left merchandise or belongings. Paging hours are available 24 hours a day, and the center can be contacted at 305-876-7000. Passengers can also request a page by visiting the Concourse E Information Center located on the second level (departures) of Central Terminal E.

In addition to paging, the Center also provides information, emergency messages, and assistance to the public through:

- Public number (305-876-7000)
- Direct 1-800-TALK-MIA lines

G. Accessibility for All Passengers

Our goal at Miami International Airport is for the joy of air travel to be easily and safely accessible for all our passengers. Employees are expected to be sensitive to passengers with special needs or those who require additional assistance. **myMIAccess** is an airport initiative offering passengers with disabilities a dedicated platform for accessing services, amenities, and information when traveling through Miami International Airport. A complete listing of services offered to passengers needing additional assistance can be found at <https://miami-airport.com/myMIAccess.asp>; some are summarized below.

- **Hidden Disabilities—Sunflower Lanyard:** MIA is a proud member of the Hidden Disabilities Sunflower Lanyard program, an awareness initiative aimed at discreetly communicating to airport staff that you may need more time or have additional questions while traveling.
- **Multi-sensory rooms** are dedicated spaces where passengers with cognitive and developmental disabilities such as autism can enjoy a calm and stimulating environment while they travel through MIA. The room includes sensory aids that stimulate reaction, encourage communication, and reduce agitation and anxiety, sometimes caused by the hustle and bustle of airport travel. The Multi-Sensory rooms are open seven days a week from 6 a.m. to 10 p.m. at the two locations:
 - Concourse D, post-security, just beyond TSA Security Checkpoint #4
 - South Terminal, post-security, near Concourse J
- **Service Animal Relief Areas:** MIA offers animal relief areas. The relief stations are enclosed units that include synthetic grass, a fire hydrant, disposable bags, and sinks. They are located post-security in Concourse D, F, G, and J. In addition, outdoor areas are available at the arrival level in Concourse D, E, and J.
- **Wheelchair Charging Stations:** Wheelchair charging stations connect to the charging power on electric wheelchairs and mobility scooters, allowing passengers to recharge while waiting for their flight. The stations are located in Concourses D, E, F, G, H, and J, and Pre-Security in the D and H International Arrivals.
- **MIAmamas - Nursing Suites:** Nursing mothers are welcome to pump or nurse anywhere at MIA. For moms looking for a quiet, private option, the airport has MIAmamas pods and a room throughout each Concourse. The accessible nursing room is in Concourse J, next to Checkpoint J.

H. Lost and Found

MDAD handles all lost and found items from Airport common areas, restaurants, shops, gate areas, and restrooms. Items left in concession locations are delivered daily to the Lost & Found Department located in D North Terminal, 4th Level, which is open seven days a week between 8:00 a.m. and 6:00 p.m.

Items of high value, including purses, wallets, smartphones, tablets, and/or laptop computers, must be delivered to Lost and Found offices immediately. The Lost and Found Department can be contacted by calling (888) 355-0690. Items are stored securely in Lost and Found for 30 days.

GETTING STARTED

While working at Miami International Airport is exciting and fun, there are some differences from working in other retail environments. This section will address some of those differences and some of the actions necessary because of those differences. We will guide you through some of the processes needed to get your employees to start working with us at MIA.

Before beginning tenancy, there is some important information you should know, as follows:

A. Employee Parking

1. Availability

The airport employee parking lot is available to employees of companies that lease space in the terminal building and have been authorized by the Aviation Department to utilize the employee parking facility. Employees may park only in the employee parking lot while on duty at the MIA terminal building.

2. Location and Transportation

The employee parking lot is approximately 1½ miles southeast of the main terminal building. It can be accessed through LeJeune Road at N.W. 14th St. or Perimeter Road at 15th Street. Shuttle buses provide 24-hour transportation to and from designated locations on the departure level of the terminal building with approximate headways of 5 minutes during peak times and 15 minutes during non-peak times.

3. Parking Decal Information

- i. Employee parking decals are issued in 4, 8, or 12-month increments. Companies paying for employee parking decals can establish an account, which can be invoiced monthly by contacting the Finance Division. The prevailing costs are listed in Miami-Dade County Implementing Order "Summary of Rates, Fees and charges for Miami-Dade Aviation Department Miami International Airport" at [IO-04-125.pdf \(miamidade.gov\)](#)
- ii. Employees can pay for their parking at the Decal Section. The Decal Section is located on the ground floor of the Dolphin Garage and is open Monday through Friday, except holidays, from 8:00 a.m. to 5:00 p.m. Contact the Decal Section for current employee parking rates. To register your company and establish authorized requestors, please obtain sample letters from the Decal Section (tel. number: 305- 876-7567).

4. Access to Lots and Shuttles

- i. Access to the employee parking lot is restricted to vehicles with a valid employee parking decal and employees with valid MIA identification badges or airport-authorized company identification badges. Family members/friends traveling in the same vehicle will be denied entry to the lot if they do not have a valid MIA or company I.D.
- ii. Employees must have a valid MIA or airport-approved company identification badge to ride the employee shuttle bus between the employee parking lot and the terminal building. Family members/friends are not allowed to ride the employee shuttle bus.

5. Abuse of Parking Privileges

- i. Employee parking decals must be permanently affixed to the vehicle for which they were issued and can only be used by authorized employees.
- ii. Parking in the employee parking lot is a privilege and may be revoked for failure to comply with established procedures.

6. Parking Safety and Security

Emergency telephones are located at each bus shelter in the employee parking lot. These phones may be used to report personal safety issues or non-emergency situations, such as the need for motorist assistance.

B. Badging (MDAD Credentialing Section)

The Concessionaire shall be subject to all Departmental requirements and Transportation Security Administration (TSA) mandates pertaining to the issuance of airport identification badges, including, but not limited to, employee completion of the Security Identification Display Area (SIDA) training conducted by the Department and Criminal History Records Check (CHRCs) and Security Threat Assessment (STA) approved vetting results, as required by the TSA Unescorted Access Privilege Rule. The Concessionaire shall pay, or cause to be paid, to the Department such nondiscriminatory charges, as may be established from time to time, for new/renew, lost or stolen ID badges and unaccounted ID badges not returned to the Aviation Department. The Concessionaire will be required to conduct background investigations and to furnish certain data on such employees before the issuance of such ID badges, which data may include the fingerprinting of employee applicants for such badges. See page 4 of our MDAD application as this is what we make the signatories certify.

All airport employees need to be badged before work commences. Our badging office is in Terminal D, 3rd floor, just off the Skyride across from the Dolphin parking garage.

Credentialing Section Hours of Operation:

Monday - Friday, 8:00 AM to 4:00 PM. Closed on County observed Holidays.

Contact Information:

General information: 305-876-7188

Fingerprint appointments: 305-876-8409

Badges must always be displayed. All airside employees must participate in additional training to gain access.

Current Badging Fees: Please see Implementing Order 4-125 at: [IO-04-125.pdf \(miamidade.gov\)](#)

C. Employee Orientation

All airport employees (including Concessionaires) will need to be scheduled for an employee orientation with the Airport to receive SITA and customer service training (included in the orientation time). Please allow ninety (90) minutes for this training, which must be accomplished before the employee beginning work at the Airport.

D. Setting Up Utilities

The Concessionaire shall bear the cost of all utilities used or consumed on the Premises. Unless the Premises are provided with separate electric, gas, and/or water meters, the Concessionaire agrees to pay for the utilities on the Premises as a monthly charge, plus any applicable taxes, upon billing by the Department or utility companies. The Department encourages the Concessionaire to provide and install meters for utilities used at the Concessionaire's expense. See your Agreement for further details on payment to MDAD for utility charges. Other utilities used by the Concessionaire, including telephones and telephone service hook-up, data lines, and additional electrical and communications services, are to be arranged for and paid for by the Concessionaire. The Airport provides these types of services through its Information Technology Shared Tenant Services.

E. Use of Wireless Technologies

Any approval by the Department and subsequent installation by any Concessionaire of a wireless network would be granted only with the explicit understanding that the Concessionaire agrees that the system be transitioned over to any future network once installed. Note that all costs, both one-time and recurring, to be incurred because of the required transition to any future network shall be the responsibility of the concessionaire.

F. Banking Procedures

It is critical that Concessionaires implement a policy and provide professional guidance for cash handling, ensuring that those staff tasked with making deposits do so in the safest manner possible. Concessionaires are responsible for arranging procedures to ensure that all stores have the appropriate amount of change.

G. Hours of Operation

The concessionaire and/or its Sub-tenants shall operate the Locations for business three hundred sixty-five (365) days a year, opening one hour and 30 minutes before the first flight on its Concourse and closing less than 30 minutes before the departure of the last flight. The above is to be considered the minimum hours of operation of the Locations.

All units have specific hours set for when the unit is to be open and serving the public. On-site personnel are responsible for knowing what their store operating hours stipulate. The hours of business shall be such that the passengers of all flights arriving or departing from any terminal where a Concession Location has been assigned will be accommodated.

In the event of extended flight delays, emergencies, or other unanticipated circumstances, the Airport expects the Concessionaire to remain open to provide service to passengers. This may require the store(s) in the impacted areas to stay open beyond the required hours. **Procedures must be in place to keep the store open and operating during such events.**

The store must have all products and services available the moment it opens. This means, for example, that the coffee must be prepared and ready to serve before the actual opening time. The store must also keep all products available until the store officially closes. It is unacceptable for store employees to begin removing and cleaning the store until the actual closing time.

Unstaffed concessions offering services are required to be open twenty-four (24) hours a day, seven (7) days a week, including holidays. Examples of such services include vending, ATM, and luggage cart services.

H. Irregular Operations Plan

Irregular Operations (IROPs) are unexpected circumstances that can disrupt an airport's normal operations and cause flight delays, cancellations, diversions, and other issues. The IROPS Plan is designed to help identify and address passenger needs during lengthy ground delays. Several conditions, including weather, geological events, aircraft issues, and labor issues can cause IROPS events.

MDAD will send a notification to all Concessionaires via the Everbridge Notification System.

I. Emergency Preparedness

All employees shall be prepared to call 911 in an emergency. MDAD Dispatchers and Emergency Medical Dispatchers will assist immediately.

Concessionaires must have a plan in place in the event of:

- Evacuation
- Severe Weather
- Power Outage

MDAD must review and approve plans, and all employees shall be trained and have access to the documented plan.

J. Glossary of Airport Acronyms

Listed below are common Acronyms used at the Airport.

AC - Aircraft	GNP – Gross National Product
ADA – Americans with Disabilities Act	HR – Human Resources
AFLD - Airfield	HVAC – Heating Ventilation Air-Conditioning
AIP – Airport Improvement Program	ICE – U.S. Immigration and Customs Enforcement
AOA – Aircraft Operation Area	INS – Immigration & Naturalization Service
AOC – Airport Operations Center	IROPS - Irregular Operations
APM – Automated People Mover	IRS – Internal Revenue Service
APS – Automated Parking System	ITS – Information Technology Service
ARFF – Aircraft Rescue Fire Fighting	ILS - Instrument landing system
ATSAC - Aviation Transportation Security Act Compliance	KPI's – Key Performance Indicators
BDDD – Business Diversity Development Department	LARS – Land Acquisition Reporting System
BIDs – Baggage Information Displays	LOA – Letter of Agreement
CBP – U.S. Customs and Border Protection	MAG – Minimum Annual Guarantee
CCC – Consolidated Communications Center	MBE – Minority Business Enterprise
CCTV – Closed Circuit Television	MDAD – Miami-Dade Aviation Department
CDP – Capital Development Program	MEPS/RS – Mechanical, Electrical, Plumbing, Structural/Ramp Services
CEO – Chief Executive Officer	MIA – Miami International Airport
CIF – Capital Improvement Fund	MII – Majority in Interest
CIP – Capital Improvement Program	MOU – Memorandum of Understanding
CIS – U.S. Citizenship and Immigration Services	NTSB – National Transportation Safety Board
CNG – Compressed Natural Gas	O&D – Origin and Destination
CPCS – Computerized Parking Control System	O&M – Operating & Maintenance
CSP – Carrier Support Program	OALs – Other Airlines (as in American and OALs)
CTA – Central Terminal Area	OPS – Operations
CUTE – Common Use Terminal Equipment	PSSF – Passenger Service Special Facilities
CUSS – Common Use Self Service	QTR – Quarter
DBEs – Disadvantaged Business Enterprises	RAC – Rent-A-Car
DBO – Date of Beneficial Occupancy	RAP – Respond Action Plan
DHS – Department of Homeland Security	RFC – Rates Fee & Charges
DOT – Department of Transportation	RIDs – Ramp Information Displays
DPS –Department of Public Safety	RIMS – Risk Information Management System
ETM – Energy & Transportation Management	RMS – Records Management System

EVIDs – Electronic Visual Information Displays

FAA – Federal Aviation Administration

FARs – Federal Aviation Regulations or
Federal Acquisition Regulations

FEIS – Final Environmental Impact Statement

FIC – Facility Improvement Corporation

FIDs – Flight Information Display System

FIS – Federal Inspection Service

FLW - Flow

FOD - Foreign Object Debris

FSDO – Flight Standards District Office

FY – Fiscal Year

GA – General Aviation

GAAP – Generally Accepted Accounting
Principles

GIDs – Gate Information Displays

GIS – Geographic Information System

GL – General Ledger

PAX – Passenger

PFCs – Passenger Facility Charges

ROI – Return on Investment

RS – Ramp Services

RWY - Runway

SIDA – Security Identification Display Area

SIDS – Source Isolation Deice System

SWAP – Interest Rate SWAP

TSA – Transportation Security Administration

TWY – Taxiway

WBE – Women Business Enterprise

WX – Weather

Customer Service

At MIA, we provide a great experience for all our passengers. Thus, we expect all concessionaires, employees, and Sub-tenants to maintain the highest level of customer service as described below.

A. Standards and Expectations

1. Ambassadors of the Airport

All persons employed and working at Miami International Airport reflect the culture and the diversity of the Miami and South Florida region and are thus de facto ambassadors to the area. The Airport expects that all employees will treat visitors and guests with the utmost courtesy and respect. We are a customer-centric and friendly airport dedicated to providing an exceptional experience for all our guests. As Ambassadors, all employees are expected to have knowledge of basic airport information and provide service to passengers as follows:

- While in uniform, employees are expected to respond to customers' needs and questions or refer them to someone better suited to provide the necessary assistance.
- Employees must know where and how to obtain assistance if language or other communication barriers exist.

2. Appearance

The staff's appearance is very important. It will make a first and lasting impression on the patron. All front-of-the-house employees shall be required to maintain the highest possible standards regarding personal appearance.

Employees will always maintain a well-groomed, neat, professional, and clean appearance.

- Hair shall be neatly always groomed and pulled away from the face.
- Concession-specific uniforms must be worn appropriately, cleanly, neatly, and always pressed.
- Name badges or security badges shall be appropriately always displayed.
- Employees are expected to always be properly identified as Airport concessions employees.

3. Behavior

- Employees will refrain from using foul or inappropriate language at any time in the workplace, in the Airport, or while traveling via public transportation while wearing company uniform.
- Employees will refrain from eating, drinking, chewing gum, smoking, texting, or talking on the phone in any customer environment.
- Employees will refrain from gathering in public to chat while on duty or use public areas for breaks.
- Employees will refrain from sleeping or napping anywhere or at any time while on duty.
- Personal radio/ recorders or earphone buds are prohibited at any time while employees are on duty.

B. Complaint Resolution

Concessionaires shall make reasonable, respectful efforts to remedy problems and issues raised by Airport patrons or referred to Concessionaires by MDAD. All complaints shall be addressed within 48 hours of receiving the complaint. A written copy of the Concessionaire's response and/or corrective actions to a complaint are to be submitted to the Airport Concession Business Development within a ten-day period.

C. Return Policies

Each unit shall have a written exchange/return policy that allows customers to return or exchange merchandise within reason and is fully implemented by the sales personnel without supervisory approval. The following policies shall be adhered to at a minimum.

- **Exchange/ Return Policy:** A clear policy concerning the circumstances under which products/menu items may be returned or exchanged is available in writing and in view of the customer.
- **Customer-Friendly Policy:** The policy is consistent with that of the Department's other restaurants and is easily understood by the customer. The conditions under which exchanges and returns are allowed are clearly described and allow customer flexibility.
- **Policy Implementation:** All sales staff members have the authority to approve exchanges and returns consistent with the policy.

D. Training Requirements

Concessionaires are responsible for following all customer service policies, procedures, guidelines, and training programs (including security) proposed by the awarded Concessionaire as specified in their proposal. Further, Concessionaires shall ensure all employees are aware and comply with all rules and regulations of MDAD as well as those specified in this Handbook.

Concessionaires must keep copies of all management and supervisory level employees' signed forms on file acknowledging their receipt and understanding of this Handbook. In addition, MDAD may establish its own customer service training program and require Concessionaires employees to participate.

E. Monitoring

MDAD shall have the right, without limitation, to monitor and test the quality of services of the Concessionaire and/or its Sub-tenants but is not required to do so. This monitoring shall include, but not be limited to, personnel, product quality, service, assistance, and store neatness and cleanliness using shopping services, closed-circuit T.V., and other reasonable means.

1. Operational Audits

The concessionaire shall conduct quality control audits and reports, including maintaining the street pricing requirements covering compliance with contract requirements, cleanliness of the Location, timeliness of service, and quality of the product.

STANDARD AIRPORT PROCEDURES

A. Rules and Regulations

All concessionaires will be subject to the Aviation Department Rules and Regulations referenced in Lease Article 15, [Rules, Regulations and Permits], and may be found at the following link: https://library.municode.com/fl/miami-dade_county/codes/code_of_ordinances?nodeId=PTIIICOR_CH25AVDERURE

B. Improvements to Premises

1. Conditions for Permits

Airport businesses must comply with their contractual requirement to obtain MDAD's written consent to carry out any alterations to MDAD property. This includes what might be constructed as "minor" additions and deletions, like an electrical outlet.

The permit process is designed to ensure that construction is compatible with present and future airport facilities, responsibilities are appropriately assigned, compliance with other jurisdictions' requirements is ensured, design meets MDAD standards, and Concessionaires are assisted with the timely and safe completion of their projects.

1. Permit Application Procedure

The Concessionaire must first contact MDAD's Airport Concession Business Development Division with any plans for site improvements, alterations, or construction for preliminary plan approval.

The design criteria manual for each terminal details the submittal requirements and permit process.

C. Vendors Performing Services for Concessionaires

Vendors performing services to Concessionaires are required to obtain a permit pursuant to Miami-Dade County Administrative Code 8-5 and the Miami-Dade Aviation Department (MDAD) Operational Directive 99-01. Please have your vendor contact the MDAD Airport Concession Business Development Division, Permits Section, at 305-869-4683 for additional information.

D. Storage

1. Designated Storage Areas

Concession storage space may be leased through MDAD Airport Concession Business Development Division and is designated in the Agreement. These storage areas are provided for activities related to the Concessionaire's doing business at the airport, including storage, display, overstock, and office use. MDAD will make every effort to satisfy individual concession storage needs, dependent on the availability of suitable space.

2. Unapproved Storage

Hazardous, combustible, or flammable materials and storage of merchandise outside or adjacent to the Concessionaire's retail premises or storage area are not permitted. Storage of materials, products, or trash that blocks access to fire safety equipment, doors, and other access points is also prohibited. Concessionaires that consistently abuse storage privileges will be noticed and required to clean premises or be billed for all associated costs required to clean up or remove the unapproved materials attributed to their space.

3. Fire Safety in Storage Areas

Concessionaires using storage areas must be aware of these common storage problems and must correct them to ensure fire safety:

- Storage is too close to sprinkler heads.

- Improper storage of trash, boxes, oily rags, etc. These items are better removed to disposal or recycling receptacles provided for Concessionaires.
- Improper storage of flammable and combustible liquids and aerosols.
- Blocking of exit-ways and fire equipment.

4. Damage to Storage Areas

Storage rooms and access to those rooms are the property of MDAD. Concessionaires found to be consistently causing damage to MDAD property will be noticed and may be billed for repairs following review and discussion with MDAD as necessary.

OPERATIONS

A. Standard of Operations (SOPs)

This section provides reasonable and customary operating requirements as set forth by the Department. This objective approach focuses on concessions' performance in the unique operating environment at MIA. The Concessionaire and/or its Sub-tenants shall conduct their operations in a first-class, businesslike, efficient, courteous, and accommodating manner.

The Standards of Operations may occasionally change in response to the ever-changing Airport environment. In general:

1. Concession Facilities

- i. All concession facilities shall be maintained exceptionally, per the MDAD Standard of Operations.
- ii. The outside areas immediately adjoining the locations shall always be kept clear by Concessionaire the Concessionaire and/or its Sub-tenants.
- iii. No awning or other projection shall be attached to the outside walls of the locations or the terminal building without the Department's prior written consent.
- iv. The Concessionaire and/or its Sub-tenants shall not permit storage or restocking bins to be visible to the public except while restocking shelves and display fixtures.
- v. All loading and unloading of goods shall be done only at such times, in the areas, and through the entrances designated for such purposes by the Department. If the program is implemented, the Concessionaire and/or its Subtenants may be required to utilize the services of a common logistical support service program selected by the Department.
- vi. No loudspeakers, televisions, radios, flashing lights or other devices shall be used in a manner to be heard or seen outside the locations without the prior written consent of the Department.
- vii. Concessionaire and/or its Sub-tenants shall not carry on any trade or occupation or operate any instrument, apparatus, or equipment that emits an odor or causes a noise discernible outside the locations and which may be deemed offensive in nature.
- viii. The Department requires all Concessionaire Point of Sale (POS) locations to be well-maintained and clutter-free. Concessionaires shall organize POS counters so that impulse items do not hinder travelers' ability to queue or purchase merchandise.
- ix. The Concession Facilities shall meet all the applicable standards for accessibility to disabled and handicapped customers specified in the ADA Act.
- x. Concessionaire and/or its Sub-tenants, its employees, or its agents shall not solicit business in any of the common areas, nor shall Concessionaire, its employees, or its agents distribute handbills or any other advertising material in common areas of the Terminal.

2. Signage

- i. All store signage must conform to the Retail Concessions Design Guidelines standards prescribed by MDAD.
- ii. All Concessionaires and/or their Sub-tenants must install one sign indicating the store's hours of operation that adheres to the Department's criteria.
- iii. The Location signage (Storefront) is prominently displayed, clear, concise, and complete, helping the guest properly understand and use the concession. The unit signage is clean, well lit, and built pursuant to the Signage specifications of the Retail Concessions Design Guidelines.

- iv. Concessionaire and/or its Sub-tenants shall not affix or maintain any signs, advertising placards, names, insignia, trademarks, descriptive material, or any other like items upon the glass panes or supports of the show windows, doors, exterior walls of the locations, or any place within the locations if intended to be seen from the exterior of the locations.
- v. All freestanding advertising and promotional signage shall be contained within the Concessionaire lease line throughout all hours of operation. Chalkboard signs are allowed, but otherwise handwritten signage is prohibited. Freestanding signs beyond the lease line are soft retailing and are prohibited in all Retail, Food and Beverage, and Service locations.
- vi. The Department reserves the right to request that the Concessionaire remove any inappropriate advertising or promotional signage. Alternatively, the airport shall remove the signage at the Concessionaire's expense.
- vii. Unit identification and promotional signs use words and symbols that assist international visitors. Signs should reflect sensitivity to these travelers. This can be accomplished by having separate signs in the foreign language or using widely accepted international words and symbols such as those used to direct passengers through the Department.

3. Pricing

- i. Employee Discounts: Concessionaires may offer a 10% discount on all food and non-alcoholic beverages purchased by Airport employees and employees of airlines operating at the Airport who have been issued (and show at the time the discount is requested) appropriate identification badges. The discount shall be based on the Concessionaire's normal non-sale or non-promotional prices. No discount on food and non-alcoholic beverages with the manufacturer's pre-printed price shall be given.
- ii. Market Basket: The Concessionaire shall survey at least three (3) comparable retailers/restaurants (excluding stadiums, arenas, amusement, entertainment venues, and hotels) in the Greater Miami Area to determine the average price for a particular good or service. The Concessionaire's prices shall not exceed by more than fifteen (15%) of the street pricing.
- iii. Street Pricing: The Concessionaire shall not charge more than the percentage stipulated in the Lease and concession Agreement or as directed by MDAD of Street Prices. The Concessionaire will be required to submit examples of pricing periodically, as indicated in the Lease Agreement. MDAD will monitor Concessionaire prices to ensure compliance.
 - a. Concessionaires must submit a detailed list of all services and items (and their corresponding prices) offered in their assigned premises.
 - b. Concessionaires are required to inform the airport and seek written approval from the Department before adding new items or increasing prices.
- iv. Menu and Product Offerings: MDAD and the Concessionaire agree to offer a set of approved products and services prior to the location's opening.
 - a. Any sales by the Concessionaire of services, products, or items not specifically approved in its Agreement shall constitute a default. In the event of such default, the Concessionaire will discontinue the sale or service of the unapproved product immediately upon written notice from the Department. Failure to discontinue such sales shall be grounds for termination of the Agreement.
 - b. To request that an additional product be sold, the Concessionaire shall submit in writing for approval to the Airport Concession Business Development Division the request, including the product name and suggested price along with the required support for establishing the proposed price.

4. Routine Facility Maintenance

- i. Cleanliness
 - a. At its cost and expense, the Concessionaire shall always keep the Location clean, neat, orderly, sanitary, and presentable.

- b. Entrances shall be clean, free from debris, free from obstruction, and well-lit.
 - c. Floor surfaces shall be clean, free of excess stock, and in good repair.
 - d. Walls, ceilings, glass surfaces, and fixtures (vents, lights, etc.) shall be clean, free of debris and hazardous conditions, and not visibly worn. All wall, ceiling, and glass surfaces and wall hangings shall be clean and free of soil and debris.
 - e. All designated premises occupied by Concessionaires shall always be free from all rubbish, filth, and refuse.
 - f. All garbage and refuse shall be kept in the appropriate containers to minimize the spillage of such garbage and refuse.
 - g. Concessionaires shall develop a cleaning standard and schedule that encourages employees to clean during downtime.
 - h. If the Location(s) are not kept clean as provided herein, the Concessionaire will be advised and shall take immediate corrective action. Failure to take immediate corrective action may result in Damages being assessed pursuant to Liquidated Damages or Damages of the Lease.
- ii. Pest Control
- a. All walls, floors, ceilings, equipment, and fixtures shall be properly cleaned and maintained. Pest control services shall be used at least monthly, and the Department's pest control provider may require cooperation.
 - b. All walls, floors, ceilings, equipment, and fixtures shall be properly cleaned and maintained to eliminate the presence of rodents, flies, roaches, or other pests that cause health or safety hazards.
 - c. A professional pest control service shall be employed to ensure that the Assigned Premises are maintained to prevent the harborage or feeding of insects or rodents. Supportive documents from the professional pest control service shall be available for review.

iii. Maintenance and Repair

Except for the Department's maintenance and repair obligations as set forth below in "**Terminal Maintenance and Operational Issues**", the Concessionaire shall maintain and repair or cause to be maintained and repaired the interiors and exterior storefronts of the Location. Such maintenance and repairs shall include, but not be limited to, painting ceiling, walls, floors, laminating doors, windows, equipment, furnishings, fixtures, appurtenances, replacement of ceiling light bulbs, ballast, and the replacement of all broken glass, which repairs shall be in quality and class equal to or better than the original work to preserve the same in good order and condition.

5. Management and Personnel

- i. General Manager (GM) or Assistant General Manager (AGM) onsite. The Concessionaire shall employ, at no cost to the Department, a full-time, dedicated, on-site General Manager experienced in management and supervision with sufficient authority and responsibility to administer and manage the concession program under this Agreement. The General Manager (or his/her authorized representative) shall be immediately available whenever any of the locations are open, the base of operations of the General Manager shall be at the Airport, and the General Manager shall spend substantially all their working hours at the Airport. In those cases where the General Manager is scheduled to be absent from the post for more than forty-eight (48) consecutive hours, a substitute or Assistant General Manager shall be appointed from the existing staff, and the Department notified in writing.
- ii. 24 Hour Contact. The Concessionaire shall provide contact information for personnel who may be reached during emergencies.

- iii. Personnel. During the term of this Agreement, the Concessionaire shall maintain a full-time professional staff of sufficient size, expertise, and experience to manage the operations and serve as a liaison with the Department.
- iv. Customer Service. Each staff member shall be familiar with the Concessionaire's and MDAD's customer service policies and able to access a written copy of the relevant policy for the customer. Staff shall be able to readily apply the policy to the situation before them. They shall have the comprehension and the authority to complete the transaction.

6. Point of Sale

- i. Receipt. The register receipt given with the purchase includes individual prices for each item, sales tax, and a total sales price.
- ii. Credit Cards. The unit accepts all major credit cards as a means of payment.
- iii. Change. The Concessionaire and/or its Sub-tenants shall always be required to change any bill in denomination of twenty dollars (\$20.00) U.S. or less when requested by any Airport user without charge and without the need to procure a sale.

7. Required Monthly Meetings

The Concessionaire shall meet with the department no less than monthly and regularly to discuss matters relating to its Agreement. In addition, at the Department's request, the Concessionaire shall attend other meetings with the County, airlines, and any other parties designated by the Department.

Concessionaires are also required to participate in such safety, security, and other training and instructional programs as the Department or appropriate Federal agencies may require from time to time.

8. Safety and Security

The Concessionaire acknowledges and accepts full responsibility for the security and protection of the locations, any improvements thereon, its equipment and property on the Airport, and control of access to the Air Operations Area ("AOA") through the locations by persons and vehicles. The Concessionaire fully understands and acknowledges that any security measures deemed necessary by the Concessionaire for the protection of said locations, equipment and property and access to the AOA through the locations shall be the sole responsibility of the Concessionaire and shall involve no cost to the County.

The Concessionaire shall ensure that all employees participate in such safety, security, and other training and instructional programs as the Department or appropriate Federal agencies may from time to time require.

A. Food & Beverage Concessions

This section provides an overview of the operating standards of Food & Beverage Concessions.

1. Premises

- i. The cash register counter, food preparation, service area counters, and all other counter and dining areas shall be clean, orderly, and well-lit.
- ii. If necessary, pre-approved Department stanchions shall be used to curtail queuing in common areas.
- iii. Customer lines shall be prevented from encroaching upon common areas using stanchions if necessary.

2. Menus

- i. Menu boards shall be visible from all points in the unit.
- ii. Menus shall be presented to the customer at the beginning of a queue or line to encourage selection prior to ordering and promote speed of service. In addition, the menu items shall be named and described in a manner that provides the customer with a clear idea of the choice being offered.
- iii. Printed materials shall not be soiled or damaged in any way.

- iv. All promotional and information signs within the unit shall provide reliable descriptions of the food and beverage selections.
- v. In no case shall any of the information be misleading, either through omission of essential information or through implying certain product or price features. Unit signage provides an essential guide for customers, facilitating their dining and specific menu choices.
- vi. All items promoted on signs within the unit shall be available. If certain food and/or beverage items are no longer available, they shall be removed.

3. Equipment

- i. Equipment used in the food and beverage unit is clean, operable, and not visibly worn. All equipment, whether used for food preparation or food service, shall present a spotless image to the customer.
- ii. All equipment operated by the unit shall be cleaned and maintained on a regular schedule to ensure that only top-quality and safe food products are served from the unit.
- iii. Concessionaire must comply with all Federal/State and local Health codes relating to equipment cleanliness and maintenance.
- iv. To prevent safety or health hazards, all unused, unnecessary, or abandoned equipment must be removed from the unit and the Department.

4. Product

- i. Food Safety. Concessionaires must comply with all health and sanitary regulations adopted by the Miami-Dade Aviation Department, the City of Miami, Miami-Dade County, the State of Florida, and any other governmental authority with jurisdiction. The concessionaire will grant access for inspection purposes to any duly authorized representatives of all such governing bodies and will provide documentation to the Authority as outlined in Section VI. Compliance, Subsection B.
- ii. Menus and Offerings. A current menu is available at the entrance of the unit; it is prominently displayed, well-lit, and easily readable. It is very important that patrons can check the menu selection and the prices prior to entering the restaurant. The menu shall include at least one children's plate, which will be offered at a lower price.
- iii. Presentation. Menu items shall be visually appealing, adhere to the menu description, portion size and include all ingredients listed on the menu.
- iv. Grab & Go. Express meals shall be available for passengers who do not have time for the meal to be prepared and packaged. For the customer's convenience, the facility shall offer an effective "To Go" packaging program to allow customers to carry their meals onto the airplanes, except for alcohol, which is prohibited. Grab-n-Go locations cannot sell glass bottled beverages/products to the public. Grab n Go may pour the contents into a plastic container for the customer.
- v. Dietary Requirements. Menus shall provide options for travelers to meet dietary needs and restrictions, such as food allergies, intolerances, and preferences.

B. Retail Concessions & Services

This section provides an overview of the operating standards for Retail Concessions.

1. Premises/Fixtures

- i. Any equipment, furnishings, fixtures, and signs installed in the Location by the Concessionaire shall be in keeping with the decor of the terminal building. The department shall approve them in advance.
- ii. All store fixtures, displays, and merchandising furniture shall be kept in excellent condition and in good repair. This includes but is not limited to regular inspection for damage or wear and tear, prompt repair or replacement of damaged items, and maintaining cleanliness and organization of fixtures and displays

2. Digital Media

- i. The Concessionaire and/or its Subtenants are permitted to employ ambient music or video display audio within their Concession spaces, up to a maximum of 60dB.
- ii. All audio equipment shall be connected to an emergency voice paging system so Concessionaire audio systems may be overridden when necessary.
- iii. All Concessionaire-introduced audio sounds are subject to review by the Department for both volume and content. The Department reserves the right to require Concessionaires to remove audio components at the Concessionaires' sole expense.
- iv. Installation of video displays is subject to review by the Department. The Department reserves the right to require Concessionaires to relocate or redirect any video display at the Concessionaires' sole expense.

3. Merchandising Standards

- i. Concessionaires must develop and implement creative merchandising techniques to entice customers to purchase retail merchandise and other offerings.
- ii. Apparel and accessory merchandising shall be neatly folded or hung in appropriate locations.
- iii. Display and materials placement must comply with ADA standards and allow for ease of movement by customers with luggage.

4. Visible Pricing

- i. All products shall have a visible pricing label on the product or on a shelf or bracket price label holder.
- ii. Handwritten price labels are prohibited.

5. Prohibited Items/ Shipping Services

The Transportation Security Administration (TSA) has instituted a security measure that prevents certain items from entering the Airport's sterile areas or post-security checkpoints. The Department will provide a list of those items, which may change from time to time, to the Concessionaire as depicted on Exhibit J, "Prohibited Items List," and the Concessionaire will cause its Sub-tenants to receive and acknowledge receipt of said Exhibit J "Prohibited Items List." As a result of this restriction, the Concessionaire shall provide consumers shipping services and will cause its Sub-tenants to provide shipping services for those items listed on Exhibit J, "Prohibited Items List"

D. Marketing and Promotions

The MIA Concession Marketing Program is funded by the MIA Concessionaires through the concession marketing fee assessed through their existing lease and concession agreements. Services performed through the Marketing Program include developing and implementing research-based marketing, advertising, and customer service training plan(s) to optimize concession sales, mystery shopper, continue development of the airport concessions brand and improve customer service by Concessionaires to customers. The strategy and plan(s) shall focus on concession brand messaging, creative concepts and applications targeted at varied customer groups, including local outbound and inbound visitors.

C. Terminal Maintenance

Maintenance Services

MDAD's Facilities Division's highest priority is the repair and upkeep of the airfield, passenger service, and common and public areas. While the concessionaire, as delineated in its lease, is responsible for maintaining its premises, MDAD can assist Concessionaires with other repairs and maintenance-related activities as much as manpower and work schedule allow. The Maintenance Department has established fees for these services, billed directly to the Concessionaire.

Maintenance Responsibilities

1. MDAD Responsibilities

MDAD Maintenance Division is responsible for the maintenance, repair, and upkeep of the following items found within the Concessionaire's premises:

- Exterior window cleaning on the airfield
- Emergency spotlights
- Grease line maintenance
- Daily compliance with the Sanitation Plan as approved by MDAD
- Broken lock or key in storefront rolling grill
- The electrical system supplied to the store (Concessionaire responsibility begins at the outlet)
- HVAC system

2. Concessionaire Responsibilities

Concessionaires are expected to maintain their premises in good repair and keep them clean and orderly.

- Concessionaires are responsible for any other upkeep and repair within their leasehold, including but not limited to windows, both inside and out; flooring; spotlights; display case and spot and window lighting; carpet; fixtures; and any equipment or custom-made features of the premise.
- Concessionaires shall also arrange for their own janitorial service.
- Concessionaires are also responsible for their own extermination, which must be coordinated with the Airport.

3. Contracting Maintenance Work

Concessionaires who desire maintenance work can do so by:

- Contracting with an outside vendor who can complete the desired maintenance and repair to the satisfaction of MDAD and the Concessionaire.
- Contracting with MDAD Facilities Division for those items outside MDAD's regular maintenance responsibilities.
- Construction work performed by the Tenant / Concessionaire must abide by the Tenant Airport Construction (TAC) process.

4. Contracting with Outside Vendor Services

Concessionaires may hire service providers such as housekeeping, extermination, or telecommunications without MDAD approval.

- i. However, a permit must be issued prior to any work. Concessionaires must contact Airport Concession Business Development to obtain the proper permit forms and approval to hire any contractor who may impact airport operations, such as electricians, phone repair technicians, plumbers, etc. Work that may trigger fire alarms (e.g., welding, dust) will require the coordination of the shutdown process through the assigned MDAD Property Manager.
- ii. The Vendor must meet or exceed the original materials and workmanship and conform to any federal, state, or local regulations. All work shall be subject to inspection by MDAD.
- iii. Vendors performing services to Concessionaires are required to obtain a permit pursuant to Miami-Dade County Administrative Code 8-5 and the Miami-Dade Aviation Department (MDAD) Operational Directive 99-01. Please have your vendor contact the MDAD Airport Concession Business Development Division, Permits Section, at 305-869-4683 for additional information.

5. Contracting with Airport Facilities

- i. Contact the MDAD Facilities (305-876-7311) to request a work order. Requests made 24 hours in advance of need are appreciated. For non-emergency requests, allow a maximum turn-around time of two weeks. Concessions contracting with the Maintenance Department will be billed hourly for manpower, fringes, and the cost of materials/supplies.
- ii. When requesting maintenance services, Concessionaires shall identify the item in need of attention and the time frame for completion. Depending on the department's manpower level and workload, efforts will be made to meet the request in a timely manner. Concessionaires shall limit their requests to the Maintenance Division for maintenance and repair only, not for making improvements or involving new construction.

1. Emergency Maintenance

The MDAD Maintenance Division will respond to emergencies as a priority. The Concessionaire shall make clear in its request to the dispatch that an emergency exists for immediate attention. Examples of emergency maintenance requests are broken water pipes or any other uncontrollable leakage, broken display window glass, and an inoperable entry gate.

D. Waste Management

1. Terminal Refuse Disposal

All concessions are required to handle, recycle, or dispose of garbage, papers, refuse, or other material at the Airport in the receptacles provided for that specific type of recyclable or non-recyclable waste. MDAD is not responsible for concessions refused. MDAD is responsible for the refuse disposal contract for hauling solid waste and recyclables from the terminal building. Concessionaires' employees shall dump garbage inside garbage bins and compact the load accordingly. In the event the bins are full, please contact MDAD Concessions immediately. Under no circumstances shall bag or other garbage be tossed outside the bins.

Concessionaires shall cover trash containers in all areas. Concessionaires are not permitted to use a vehicle for hauling trash, dirt, or any other materials at the Airport unless the vehicle is constructed to prevent the contents from escaping.

Within the Concessionaire's premises, the Concessionaire shall provide suitable waste receptacles for oily waste, rags, and other rubbish and trash. All waste is to be removed daily.

2. AOA (Ramp) Refuse Disposal

Domestic Waste is to be discarded into the **YELLOW** domestic compactors located at various sites on the AOA (D-11, D-21, D 31, D-47, G-1).



International Waste refers to the waste removed from aircrafts, including items that are forfeited or voluntarily surrendered by international travelers *outside of the U.S.* International waste falls under two jurisdictions: The U.S. Department of Agriculture (**USDA**) and U.S. Customs and Border Protection (**CBP**), which are responsible for preventing the spread of agricultural or animal disease into the U.S. **Concessionaires are not allowed to discard in these bins.**



Trash Compactor Procedures



3. Designated Disposal Site

MDAD maintains a solid waste and disposal unit that provides trash compactors and recycling bins at designated sites in the Terminal building. Refuse from store operations, deliveries, and storage areas shall be contained in this area. No other areas shall be used. All such areas shall always be kept clean and sanitary.

Temporary storage or disposal of refuse in places other than the designated solid waste and recycling bins is prohibited. Dumping boxes or other materials, particularly in or near storage rooms and access hallways, is considered a fire and safety infraction.

In the event of trash, grease, or any material spilling onto the pavement that may be unsightly, detrimental, or a safety hazard, the Concessionaire is responsible for cleaning up.

4. Sanitation Plan (Food & Beverage Concessionaires)

The Concessionaire will be required to provide MDAD concessions with a Sanitation Plan on an annual basis. Please refer to Operational Directive 021-01.

5. Grease Traps and Grease Line Maintenance

The concessionaire is responsible for regularly maintaining their grease traps and respective lines. The Department will assess penalties if conditions are not met, ultimately resulting in removing the containers from the Tarmac. Concessionaires are required to follow the guidelines below:

- Concessionaires must clean the grease traps and cooking oil bins every two (2) weeks. Cleanup shall be power-washed with an eco-friendly degreaser with slip-resistant features. Cleaning must be performed in a controlled manner to avoid runoff into the ramp area and further increase a hazardous condition for ramp employees.
- Cooking oil bins must be secured with a padlock, and the bin must be properly identified/labeled with the concessionaire's name and contact information. Concessionaires that have recycled oil bins on the ramp area must install a rubber or polyurethane oil retaining pad (retainer around the bin) under the bin to prevent leaks or spills from runoff into the ramp area. Cooking oil bins must be secured with a padlock, and the bin must be properly identified/labeled with the concessionaire's name and contact information.
- Lines shall be jetted periodically quarterly.
- Install spill blocker dike or containment berm around existing active grease traps and cooking oil bins
- Keep stock of oil-absorbing granules to mitigate large spills

E. Sustainability

1. **RECYCLABLE MATERIALS** at airports include but are not limited to aluminum and steel, glass bottles and containers, plastic bottles and containers, packaging, bags, paper products, and flattened cardboard boxes
2. Recyclable materials are to be thrown away into the GREEN recycling dumpsters with YELLOW lids located at all the compactor sites and other locations throughout MIA

STEPS for disposing RECYCABLE MATERIALS on the AOA are as follows:

- Once you have located the **GREEN** recycling dumpster, please make sure all cardboard boxes are **broken down and flattened**.



- **Pallets – Concessionaires / Tenants are required to coordinate the removal of all pallets immediately from Airport grounds upon completion of deliveries.** Pallets/skids that are damaged or not maintained properly may be hazardous as pieces can break off and result in FOD (Foreign Object Debris). Empty pallets/skids should not be stood on their ends within airside as they can be blown around and result in damage to aircraft and/or injury to employees operating on the AOA (Ramp Area). **Failure to abide shall result in fines and/or liquidated damages.**
- **Illegal Dumping** – Tenant employees that illegally dump refuse or debris outside the designated areas (this includes illegally leaving refuse outside the respective bins on the ramp) will be fined and/or have their ID badges confiscated.

F. Delivery Procedures

1. Delivery Hours

Airport Concessionaires may receive products, supplies, etc., in accordance with the Elevator Schedule below. MDAD reserves the right to schedule deliveries or institute a common warehouse system with a common logistics fee to support it if necessary.

VENDOR ELEVATOR DELIVERY SCHEDULE			
LOCATION	HOURS	DAYS	NOTES
North Loading Dock	04:00 - 12:00	7 Days	
Elevator D-15	05:00 - 13:00	Monday-Saturday	18 Wheel Semi-trailers Only*
Elevator D-37	07:00 - 18:00	7 Days	
Elevator D-46	04:00 - 12:00	7 Days	
Elevator E-05	05:00 - 12:00	7 Days	
Elevator E-21	06:00 - 15:00	7 Days	If Out of Order/Service rerouted to E20 or E31
Elevator F11	04:00 - 12:00	7 Days	
Elevator G-09	06:00 - 12:00	7 Days	
Elevator H-6	06:00 - 12:00	7 Days	
J South Loading Dock	04:30 - 20:00	7 Days	
* CISCO; FESHPOT; US FOOD, PEPSI, COCA-COLA, GOLF COAST, AREAS USA, CHENY BROTHER, GORDAN FOOD; (Subject to change)			

2. Deliveries Terminal Curbside

- Delivery hours are to be coordinated in Exhibit B (attached)*
- Landside staff will determine drop-off locations to minimize disruption to traffic.
- All vehicles must be attended. This is a Transportation Security Administration (TSA) mandate.
- Drivers must be able to provide proper identification and manifest of deliveries.
- Vehicles are subject to search.
- Location and delivery times may change due to security or operational requirements.

Please refer to Exhibit B Security Notice 17-08 (Maps Curbside Deliveries & Commercial Vehicle Use)

i. Vehicle Identification for Delivery Zones

All vehicles utilizing the loading and delivery zones in front of the terminal, as described above, must be adequately marked with the company name and/or logo on both sides of the vehicle.

Painted, exterior magnetic, or interior static cling plastic signs attached to the side windows are acceptable.

Signs shall look professional with minimum dimensions of 8 1/2" by 11".

ii. Delivery Zone Parking Restrictions (Time)

Use of loading and delivery zones is restricted to thirty (30) minutes. If a vendor anticipates that they will be actively loading or unloading for more than 30 minutes, they must notify Landside Operations at 305-876-7441.

3. Delivery through Terminal Building

Efforts shall be made to avoid using public areas of the terminal for large-quantity deliveries during peak hours. If supplies must be transferred through the public portions of the terminal, these pickups/deliveries shall be scheduled during non-peak aircraft arrival and departure times.

Common carriers such as Federal Express, UPS or Airborne Express are authorized to bring shipments directly to the units or storage area.

All Concessionaire delivery carts, utility carts, and trash collection dumpsters are asked to adhere to the following specifications to avoid damage to the Airport:

- Revolving rubber non-marking wheels and corner bumpers on platforms or the base of carts
- Full encircling rubber bumpers around the lower platform base
- Handles, bag holders, or other portion carts that can cause damage are to be protected with 3" revolving, rubber, non-marking bumpers.
- The base of all carts is to be made of tubular construction.
- 8" x 1.75" Semi-Pneumatic ball bearing wheels are to be used.

Concessionaires found using non-compliant delivery equipment may be barred from future deliveries until the equipment has been modified or replaced.

4. Airside Deliveries

All Concessionaires are bound by MDAD's rules for operating motor vehicles on the airport's Airside Operation Areas (AOA). The requirements below summarize those rules that are typically applicable to the Concessionaire but are in no way representative of all airfield rules.

Concessionaires requiring AOA deliveries must come in person to the Airside Operations office during normal business hours from 0800 to 1600, a minimum of one business day (24 hours) prior to the delivery date. You must provide the requesting company's name, MDAD ID number, contact phone number, name of the company making the delivery, AOA entry point, and delivery destination. Concessionaires must call the on-duty Senior Agent for deliveries after hours at 305-588-7094. Once the delivery company is escorted to the delivery site, the Concessionaire must continuously escort delivery personnel while in the Security Display Area (SIDA).

5. Deliveries by Construction Contractors

Construction contractors must physically report to the Airside Operations Office, located at E-20 Ground Floor, a minimum of one business day before the delivery date and submit for approval the Construction Delivery Notification Form. Once the delivery is escorted to the construction site, the contractor is required to provide a continuous escort of delivery personnel while in the SIDA area.

Delivery vehicles arriving at an MDAD Access Gate without MDAD-approved advance notification will be denied access.

6. Motor Vehicles

No motor vehicle shall be operated at the Airport except on roadways or areas designated for such purposes.

Motor vehicles and equipment operating in the Aircraft Operation Area (AOA) must have an official motor vehicle identification permit issued pursuant to the Aviation Department's operational directives. In addition, company identification must be conspicuously displayed on motor vehicles and equipment.

Except as otherwise stated in this handbook or other rules and regulations provided to the Concessionaire, the laws of the State of Florida regarding the operation of motor vehicles, including traffic regulation, are also made applicable to the operation of motor vehicles at the Airport.

7. AOA - Driver Training

Before any employee is permitted to operate a motor vehicle of any kind or type on the AOA, such employee must attend and successfully complete the AOA Driver Training Course conducted from time to time by the Aviation Department. The Department may withdraw a person's privilege to operate a motor vehicle on the AOA for violating AOA driving rules. The Concessionaire shall be responsible for ensuring that all such vehicle operators possess current, valid, appropriate Florida driver's licenses.

G. Terminal Construction

1. Right to Develop Airport

Construction and alteration of the terminal building, concourses, and roadways are ongoing to meet the demands of the traveling public. MDAD reserves the right to develop or improve the airport as it sees fit.

2. Inconveniences during Construction

- i. During airport construction, remodeling, expansion, relocation, maintenance, and repair, concessionaires may expect some inconveniences, including, but not limited to, noise, dust, vibration, and changes in access. MDAD will take the necessary actions to ensure concession staff and merchandise safety and protection as soon as possible.
- ii. Should Concessionaires experience extraordinary, unworkable conditions related to construction, they should contact Airport Concession Business Development immediately. Airport Concession Business Development will assist the Concessionaire in its attempt to remedy the situation or minimize the construction impact on the concession.

H. Liquidated Damages

The Department may impose liquidated damages or other penalties as specified in the lease and concession agreement.

Safety & Security

A. Airport Police

The Miami-Dade County Police Department, located on site, is responsible for the airport's overall safety and security and is recognized by the State of Florida as officers of the law with jurisdiction over airport activities.

1. Criminal or Suspicious Activity

Concessionaires and their staff shall use the following resources if they see or suspect illegal activity.

Concessionaires can call the Police Department at 305-876-7373 to report a crime in progress or other suspicious activity.

B. Concessions Security

1. Employee/Contractor Strike Activities

In the event that a Concessionaire anticipates a labor strike by its employees or of companies that service the Concessionaire, the Director of Landside Operations must be contacted for specific guidelines for governing strike activities at MIA.

2. Store Security

The Miami-Dade County Police Department, MDAD Security, and TSA routinely patrol the terminal building and individual concessions. When businesses are closed, all gates/doors providing access to the concession/store must be locked and secured. Airport Concession Business Development staff meets with concession managers, store owners, and staff monthly to discuss current problems. This meeting shall be used to communicate ideas and methods of improving security. Store managers with questions or concerns may contact Airport Concession Business Development.

3. Security Plan

The Concessionaire must submit a detailed security plan to MDAD Security for approval prior to commencing operations. The Plan must include emergency contact information for key operational employees, compliance with TSA-prohibited items (e.g., sharp objects, unsecured kitchen doors, etc.), and a process for securing gates and the location in general.

4. Tenant Emergency Contact Information

The Concessionaire is responsible for providing and regularly updating their emergency contacts on file with MDAD Concessions Business Development.

5. Sharp Objects

Sharp objects such as knives and other sharp tools must be kept in a locked, secure compartment, and a full inventory of these items must be logged and accounted for daily. If an item is missing, All Concessionaires must report immediately to MDAD Security at 305-876-0385 any missing items from their inventory.

Furthermore, all Concessionaires must comply with all mandated TSA Prohibited Items. Failure to comply may result in a civil or criminal penalty assessed by the TSA. Please refer to Exhibit A and Exhibit C of this Tenant Handbook.

6. Backhouse Entry

All doors leading into kitchens, commissaries, warehouses, and storage must remain secure.

7. Glass Containers

The sale of glass bottles or other glass containers is not allowed. The product may be served to the customer in a plastic container before leaving the premises.

8. TSA Prohibited Items List

The sale of prohibited items, as listed in the TSA Prohibited Items List or as amended, is strictly prohibited (What Can I Bring? A-Z List | Transportation Security Administration ([tsa.gov](https://www.tsa.gov))). Failure to comply may result in a civil or criminal penalty assessed by the TSA.

9. Prosecution of Shoplifters

To maintain a high level of security at the airport, Concessionaires are strongly encouraged to prosecute shoplifters and staff caught stealing by attending court sessions. If a Concessionaire catches a shoplifter or observes a theft, immediately call 305-876-7373. Attending court sessions is critical to curbing this activity.

10. Reporting Incidents

Badged staff function as a second set of eyes and ears for Airport Security and the Miami-Dade County Police Department. If you witness a crime or suspicious activity, please call the Police Department at 305-876-7373.

11. Loitering

If the Concessionaire notices a problem with airport staff or other people unknown to the Concessionaire, please call the Police Department at 305-876-7373.

C. Emergencies

The Operations Control Room (OCR) has emergency communication and dispatch functions for the airport's police, fire, airport operations, and maintenance departments. For protective and emergency services, call:

Police Emergency: 305-876-7373

Fire/Medical Emergency: 305-876-7070

Operations: 305-876-0125

1. Medical

MDAD Fire Department's fully trained and equipped Emergency Medical Technicians (EMTS) are on duty twenty-four (24) hours daily to handle all medical emergencies, regardless of severity. For Fire and Medical emergencies, call 305-876-7070. Patients requiring hospitalization will be transported to the nearest hospital.

2. Fire

In case of fire, Concessionaires are asked to familiarize themselves with and instruct new staff in the following procedure.

- i. Evacuate the area.
- ii. Call for Fire or Medical assistance at 305-876-7070.
- iii. Attempt to fight the fire with a portable fire extinguisher ONLY if:
 - a. You have been trained in the use of a fire extinguisher.
 - b. the Fire Department has already been notified, or
 - c. You can do so without exposing yourself to injury or the possibility of becoming trapped by the fire.

D. Fire Inspections

The Fire Department conducts regular inspections of Concessionaire and concession premises, including storage areas, the main terminal, all concourses, and all MDAD-owned buildings, to prevent fires and ensure compliance with fire safety practices.

An inspection report containing information relating to non-compliance issues and/or recommendations by the inspector will be issued, with a re-inspection date to ensure that the required corrections have been completed.

1. Fire Safety Compliance

The Fire Department will work with Concessionaires to ensure compliance with fire safety practices and codes. Through lease provisions, more rigorous regulations may be set for specific Concessionaires. Fines for non-compliance with inspections could occur.

2. Suspected Fire Code Violations

If the Concessionaire suspects a fire code problem or concerns fire safety, questions can be directed at the time of inspection or by calling the Fire Department.

E. Other Reporting Concerns

It is in the best interest of all airport staff to ensure that MIA is a safe workplace and place to visit. All staff are required, therefore, to assist the DOA with safety by being proactive in reporting any incidents that might threaten the safety of MIA's staff or visitors. This may include the following:

- Spills (including ramp area)
- Ceiling/roof leaks
- Roadway potholes
- Non-functioning elevators/escalators
- Buckled carpeting/flooring concerns
- Bare electrical wires
- Pests and birds in the terminal
- Unsafe construction activity

Call the Operations Control Room (OCR) at 305-876-0385 to report these problems.

F. After Hours Activity

Concessionaires shall notify Operations Control Room (OCR) at 305-876-0385, when Staff will be working in the store/office after normal operating hours. Some activities may need to be approved by MDAD, Security and/ or the airlines. Advance calls will prevent confusion.

G. Access to Premises

1. Keys and Locks Policy

MDAD controls all keying and re-keying of MDAD facilities, excluding Concessionaire Leasehold areas. MDAD hires a licensed and bonded locksmith to do keying and lock repair through a work order request.

2. Grand Master Key Policy

The Grand Master (a key that will open all airport locks) is kept by 1) police under "break" glass, 2) each shift commander of the fire department, and 3) the licensed and bonded MDAD locksmith.

No access will be granted using the Grand Master key except under the following conditions:

- Fire or fire emergency within the locked area (this does not include access for fire inspections, testing, or other regulatory activity).
- Life-threatening policy emergency or active pursuit of a known suspect.
- Maintenance, when actively working on an authorized lock request and
- Other emergency conditions are as authorized by the Airport Director.

H. Locked Out Procedure

In the event a concession employee is "locked out," "locked in," "forgotten keys," or "lost keys," or is not involved in any of the emergency events listed above, the Grand Master key will not be used to gain access to the premises. A new key must be authorized to cover this situation. Only an authorized representative of the concession can request additional keys to access the premises.

NOTE: Requests shall not be forwarded to the Police to unlock Concessionaire space in the case of "forgotten keys" or "locked out" events.